



FIVE STAR STAFFING
&
ACCOUNTING RECRUITERS
ADMINISTRATIVE & ACCOUNTING PLACEMENTS

WRITING A FIVE STAR RESUME

PURPOSE

Getting a job is a sales process. You are both the product and the salesperson, and the resume is your advertisement. The end result may be a job, but no one gets hired from a resume. As advertising, the purpose of the resume is to prompt an employer to request an interview with you. There is no “right way” to put together a resume; many different styles can be effective. A sure way to know if your resume is working is whether or not it is getting you interviews.

★ STAR TIP

Place the information on the resume in order of its importance to the employer.

Jobs exist because employers have a need, a problem, or challenge that they want to resolve by hiring an employee. In other words, they need someone to do something for them. Your resume should let the employer know that you can help solve his/her problems. Simply listing your education and work experience will probably not convey this information. You must also tell the employer what you could do in your area of expertise to help them solve their problems. As advertising, your resume does just that: it *advertises* how you can help employers solve their problems and why they might want to pay you a living wage to get that problem solved.

A good resume accomplishes three goals. It tells the employer: 1) what you can do in their field, 2) what you have done that relates to the job, and 3) your qualifications for the job.

A resume is like a map. You have to lead the reader through each aspect of your resume. It should describe your objective, capabilities, education, experience, and qualifications. Ideally in each part of your resume, you will present information that will make the reader want to read more!

Some candidates are often afraid they cannot land a good job because they do not have significant work experience in a certain industry. Realize that what you are selling is *potential*. You have as much potential as the next person. Your resume is a tool to communicate that potential.

Your first task is to learn your prospective employer’s needs. Go to <http://online.onetcenter.org> to find the occupation(s) you are pursuing. Review the tasks typical of that position. Decide which tasks are your strongest. Condense the phrases down into resume suitable tasks and list them in a Capabilities Profile section. If you are pursuing jobs in several different fields, you may end up with several different resumes. Prepare one for each type of job you are pursuing, each emphasizing the different capabilities required by that field. As you describe the work you have done in the different positions you have held, use action verbs to communicate effectiveness

★ STAR TIP

If the information is important to the employer it belongs on your resume; if it’s not, throw it out!

STYLES

Resumes typically fit one of three styles: chronological, functional, or accomplishment.

- The **Chronological** resume presents information in chronological (oldest listed first to most recent) or reverse chronological order (most recent listed first and then going backwards in time) your job-related volunteer and work experiences.
- **Functional** resumes group your skills and experiences together based on job-related functional areas regardless of when they occurred.
- **Accomplishment** resumes emphasize your accomplishments and what you have done well that relates to the needs of the employer.



STAR TIP

You know if your resume is effective by the number of interviews you are receiving.

ACTION VERBS

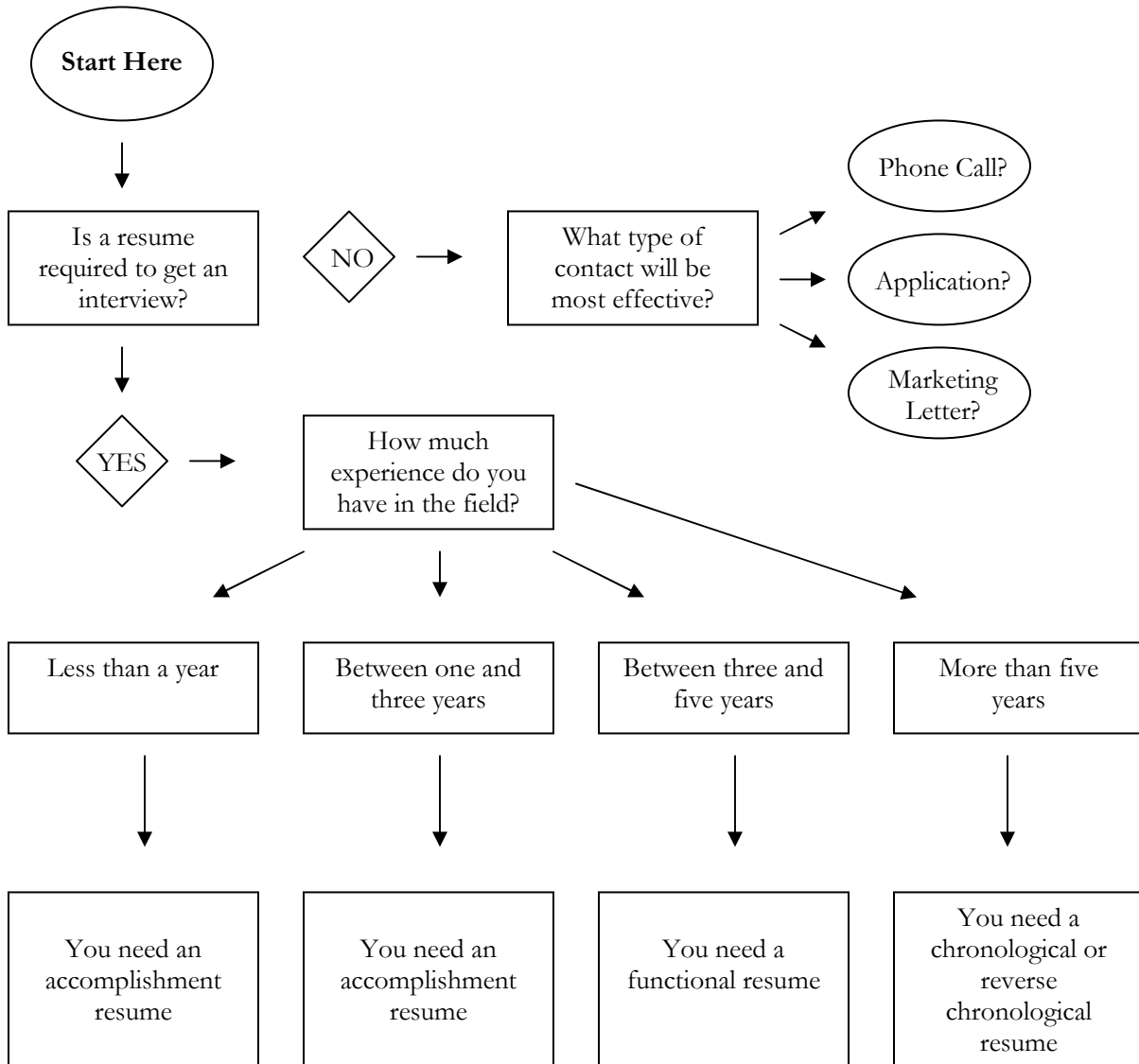
It is important to present yourself as someone who will get things done. As you describe your work experience, use these action verbs to help communicate effectiveness.

- Accomplished
- Achieved
- Adapted
- Allocated
- Arranged
- Assembled
- Assisted
- Audited
- Authored
- Balanced
- Built
- Chaired
- Classified
- Completed
- Computed
- Contributed
- Coordinated
- Counseled
- Created
- Decreased
- Delegated
- Designed
- Directed
- Developed
- Directed
- Drafted
- Edited
- Educated
- Enlisted
- Established
- Expanded
- Explained
- Facilitated
- Focused
- Generated
- Identified
- Implemented
- Improved
- Increased
- Initiated
- Interviewed
- Introduced
- Maintained
- Managed
- Negotiated
- Organized
- Persuaded
- Planned
- Prepared
- Presented
- Produced
- Projected
- Published
- Purchased
- Reconciled
- Reduced
- Scheduled
- Screened
- Set
- Shaped
- Skilled
- Solidified
- Solved
- Specified
- Streamlined
- Strengthened
- Summarized
- Supervised
- Systematized
- Taught
- Trained
- Translated
- Traveled
- Upgraded
- Wrote

Resume Decision Tree

The challenge lies in deciding which type of resume is best for you to use in a particular job-search situation. You can use the Resume Decision Tree as a guide for making that decision. In some situations you might even need to use a style different from the one recommended. You will need to determine which style is best based on your research into the position, the employer, and the location.

To key out the appropriate resume style to be sending employers, answer the following questions and follow the arrows.



SENTENCE COMPLETION EXERCISE

When writing an Accomplishment style resume it is often challenging to figure out what to write about. This exercise will help you identify what you have done in the past that you may want to share with **employers** (while obtaining a degree or in the period following). **The key is to identify tangible evidence in you history that shows you are a qualified, effective worker who is able to utilize particular skills to produce results.**

Please complete as many of the following sentence fragments as you can. Quantify your examples using dollars, time, percentages, of increase or decrease, or cost reductions, as much as possible. From these examples you will be able to create stories to tell employers.

1. One relevant project I completed while obtaining my degree was:

2. One time that I went beyond what was asked of me was:

3. One time I solved a problem was when:

4. One time I reduced complaints by:

5. One time I improved a process or procedure was:

6. One good thing my prior employer said about me in a performance review was:

7. One time I dealt with an angry customer/client/co-worker by:

8. One time I streamlined a program/project/operation by:

9. One time I received a compliment or award for:

10. One time I saved the company money by:

11. One time I made the company money when:

Situation-Action-Consequence Stories

Review the sentence completion exercise you just completed. Identify the accomplishments, which are most closely related to the work you will do in your position of choice. Use this Situation-Action-Consequence form to develop at least three stories for your resume (also to be used during an interview).

TITLE _____

SITUATION: (Describe the class assignment, problem, condition, situation, need, or challenge presented by this story.)

ACTION: (What did you do to complete the assignment, correct the problem, resolve the situation, or take advantage of an opportunity?)

CONSEQUENCE: (What were the results of your actions? Quantify the benefit wherever possible by presenting the result in dollars, percentages, decreases, increases, reductions, time, numbers of people or products, etc.)

Emily Durant, MBA

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OBJECTIVE:

An <<Job title>> position for a <<Industry/company>> in which I can utilize my skills in <<task/skill related to position>>, <<task/skill related to position>>, and <<task/skill related to position>> to contribute to the overall goals and objectives of the company.

PROFESSIONAL SUMMARY:

An ambitious and motivated financial professional with combined Financial and Accounting experience. My finance and accounting background, along with operations, has enabled me to develop solutions to increase process efficiencies while maintaining strong internal controls. Excellent interpersonal and communication skills allow me to work effectively with clients and associates as well.

EDUCATION:

- M.B.A.: Finance, 1999
North Carolina State University: Raleigh, NC
- Bachelor of Science: Accounting, 1993
North Carolina State University: Raleigh, NC

PROFESSIONAL EXPERIENCE:

Investments Solutions International: Raleigh, NC

May 2005 – Present

Financial Consultant

Global organizational consulting firm delivering professional services in the areas of internal audit, technology risk management, tax, finance and accounting.

- Documented transaction process flows and controls on a Sarbanes-Oxley project.
- Developed joint audit program to improve coordinating and scope of audit effort with external auditors. Improved communication with the audit committee.
- Identified shifts in monthly trend reports, recommend strategies to minimize expense and/or augment revenue.
- Participated on system conversion team for mapping of General Ledger accounts from Lease Plus to Lease Pak Implementation and testing of Lease Pak software
- Reconciled funds received from Jaffe & Asher LLP to funds remitted to American Express.
- Assisted with monthly and quarterly financial reporting, analysis, budgeting, forecasting and recoveries
- Prepared of financial statement and cash roll forward calculation.
- Used monthly investment statements to analyze, realized and unrealized gains on investments.
- Worked with business partners in assessing and determining appropriate allocation of funds to best meet overall business needs/objectives.
- Tracked budget; provide budget and reconciliation analysis as needed, ensure compliance with regulatory policies and procedures relating to grants, consulting agreements and other educational contract.

Infinium Bank: Charlotte, NC.

October 2004 – March 2005

Senior Accountant

One of the 15 largest bank holding companies in the U.S. with a market capitalization of \$33 billion.

- Maintained integrity of account holdings, trading activity, and transactions with custodians to ensure accurate performance reporting.
- Reconciliation and resolution of outages from complex accounts.
- Identified opportunities to improve the accounting processes and played a key role in the integration of a new accounting system.

PROFESSIONAL EXPERIENCE CONTINUED:

RTI Bank North America: Charlotte, NC

August 2000 – September 2004

Senior Financial Analyst

Global Corporate and Investment Bank ranked No. 2 in the Euro-Zone with revenue exceeding \$500M annually.

- Responsible for the timely and consistent reporting of all North America entities, ensuring the integrity and reconciliation of consolidated US financial statement data to the US management results.
- Present detailed national and local profitability reports directly to VP on a monthly and quarterly basis with in-depth analysis of key global business trends and issues based on forecasted and budgeted data.
- Performed general management functions - Staff management, problem resolution and supervised the Monthly Flash report processes.
- Followed up with international finance and MIS team on all pending issues and monitored discrepancies occurring between local and global office reporting.
- Created multiple spreadsheet and analytical reports for senior management to utilize for revenue-base decisions; such as quantifying expenses and volume changes.
- Project team leader for ATLAS implementation to replace Midas Profitability system. The project entailed the mapping of current processes, the to-be process and testing the validity of the ATLAS system.

True Life Insurance: Charlotte, NC

September 1999 – August 2000

Account Analyst

A mutual insurance company, which holds a stable and diversified portfolio with nearly \$129 billion, consolidated assets.

- Administration of the daily functions within the general accounting department providing support to multiple divisions, ensuring timely production of accurate monthly, quarterly and yearly reports.
- Administered project to reconcile six suspense accounts, which had not been completed for over a year: with continuing supervision to maintain current period reconciliation.
- Reviewed monthly earning and business reports for trends in business results, which require management attention and discussed concerns with the Director.
- Support the monthly process of internal reporting of actual earnings for the company, the preparation of monthly and year-to-date P&L's, and comparison to prior year, prior budgets by region/business unit.

SOFTWARE:

- MS Excel, MS-Word, MS-Outlook, MS-Access, MS- PowerPoint, Essbase, Oracle, Hyperion, SAP, Advent.

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MARKETING:

GLOBODYNE PHARMECEUTICALS: Raleigh, NC

August 2004 – Present

Administrative/Marketing Assistant

- Globodyne is a leading provider of contract manufacturing to the pharmaceutical and biotechnology industries specializing in oral and topical services. I assisted in the development of marketing and promotion materials for three new products, which were mailed to over four thousand companies.

HEALTHCARE:

EASTERN HEALTHCARE: Raleigh, NC

June – August 2003

Receptionist/Front Office

- Interim Healthcare is a home health care service provider. I was responsible for patient scheduling, providing administrative assistance, collecting monies due, switchboard, and posting financial records.

GRAPHIC ART SKILLS:

Experience in media production, communication, and illustration, including:

• Layout Design	• Typesetting Instructions	• Printer Negotiations
• Quality Control	• Presentation Approaches	• Illustration Creation
• Esthetic Design	• Production Coordination	• Project Management
• Strategic Planning	• Dissemination Techniques	• Detailed Storyboards
• Concept Development	• Standards and Specifications	• Customer Conferencing

COMPUTER SKILLS:

- Proficient in a variety of computer systems and software, including:
- Apple Macintosh Filemaker Pro PageMaker Adobe Photoshop FrontPage
- QuarkXpress Microsoft NT/XP Creative Suite Microsoft Publisher MS Office

EDUCATION:

Bachelor of Arts degree, Communication, 2005

North Carolina State University: Raleigh, NC

G.P.A. 3.7/4.0

Selected Coursework:

- Public Relations, Electronic Mass Media, Audio/Video Production, Business Communications, Intercultural Communications, Advanced Writing for TV, Copy Editing and Design, Desktop Publishing, Media Sales and Promotion, and Web Design.

ORGANIZATIONAL MEMBERSHIPS:

- Member of Alpha Epsilon Delta – Health Science Honor Society, Secretary
- American Medical Association
- Council of Pre-Health Organizations.

* *Accomplishment Style Resume: For recent candidates with 1-3 years experience*

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OBJECTIVE:

An entry level <<Job title>> position for a <<Industry/company>> in which I can utilize my skills in <<task/skill related to position>>, <<task/skill related to position>>, and <<task/skill related to position>> to contribute to the overall goals and objectives of the company.

CAPABILITIES PROFILE:

My proven capabilities are applicable in a variety of areas including:

• Multi-line telephones	• Marketing	• Administrative Support	• Billing
• File Maintenance	• Customer Service	• Advertising Support	• Transcription

EDUCATION:

Bachelor of Arts degree, Communication, 2005
North Carolina State University: Raleigh, NC
G.P.A. 3.7/4.0

Selected Coursework:

- Public Relations, Electronic Mass Media, Audio/Video Production, Business Communications, Intercultural Communications, Advanced Writing for TV, Copy Editing and Design, Desktop Publishing, Media Sales and Promotion, and Web Design.

EXPERIENCE:

GLOBODYNE PHARMECEUTICALS: Raleigh, NC

August 2004 – Present

Administrative/Marketing Assistant

Globodyne is a leading provider of contract manufacturing to the pharmaceutical and biotechnology industries specializing in oral and topical services.

Accomplishments Achieved:

- I assisted in the development of marketing and promotion materials for three new products, which were mailed to over four thousand companies.
- Developed three product advertisements, which were published in regional and industry publications.
- Wrote “Investors Highlights” for company annual report.

EASTERN HEALTHCARE: Raleigh, NC

June – August 2003

Receptionist/Front Office

Interim Healthcare is a home health care service provider. I was responsible for patient scheduling, providing administrative assistance, collecting monies due, switchboard, and posting financial records.

Accomplishments Achieved:

- Managed eighty patients files
- Modified all files to conform with HIPPA confidentiality regulations
- Developed computerized scheduling system which provided doctors with their daily schedule

SOFTWARE:

- Macintosh and Windows operating systems, Filemaker Pro, PageMaker, Adobe Photoshop, FrontPage, QuarkXpress, Microsoft NT/XP, Creative Suite, Microsoft Excel, Word, and Power Point.

ORGANIZATIONAL MEMBERSHIPS:

- Member of Alpha Epsilon Delta – Health Science Honor Society, Secretary
- American Medical Association
- Council of Pre-Health Organizations.

* *Accomplishment Style Resume: For recent graduate candidates with little to no relevant work experience*

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OBJECTIVE:

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CAPABILITIES PROFILE:

My proven capabilities are applicable in a variety of areas including:

• Accounts Payable	• Accounts Receivable	• Tax Preparation	• Fixed Assets
• General Ledger	• Journal Entries	• Payroll	• Reconciliations

EDUCATION:

Bachelor of Science: Business Management, Concentration in Accounting, 2005
North Carolina State University, Raleigh, NC

Selected Coursework:

- Introduction to Income tax, Business Law (Legal & Regulatory Environment), Managerial Accounting, Concepts of Financial Reporting, Financial Accounting I&II, Financial Management, Human Resource Management, Economics and Business Statistics, Microcomputer applications for Management, Personal Finance, Business Policy and Strategy.

Selected Examples of Completed Projects

- Completed a mock public accounting project in which we were asked to handle all accounting needs for an assigned client which included accounts payable, accounts receivable, journal entries, general ledger, and tax preparation using Quickbooks. Also learned use of Peachtree accounting program through practical instruction.
- Created a financial tracking document utilizing all Excel functions learned throughout coursework. Completed document successfully calculated all income/expenditures and facilitated record keeping
- Completed and presented a situation analysis of a Fortune 500 Company understating all strengths, weaknesses opportunities and threats. Conducted a general environmental analysis and identified macro environmental factors including economic, government, technological, cultural and international factors.
- Defined specific industry and conducted an industry analysis using the Porter's Five forces model including industry competition, potential for new entry, power of buyers, power of suppliers, and the threat of substitutes. Internal analysis of project explained company's corporate, business, global and functional strategies as well as demonstrated company's resources, capabilities, building blocks, competencies, and structure.

SOFTWARE:

- MS Access, MS Excel, MS Word, MS Power Point, Quickbooks, Peachtree, HTML.

WORK EXPERIENCE:

- *Help Desk Associate*, NC State Student Library Raleigh, NC 2004 – 2005
- *Resident Assistant*, Carter Student Dormitory Raleigh, NC 2003 – 2004
- *Customer Service Associate*, Kinko's Copy Raleigh, NC 2003 – 2004

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